

JOB POSTING

MEMBER SERVICE ASSISTANT

1/19/2022



REPORTS TO: ASSOCIATE DIRECTOR

WHO WE ARE:

Ministry with Community (MwC) is a non-profit organization located in Kalamazoo, MI. We are a daytime shelter and resource center, open 365 days a year from 6:30am-4:30pm. The mission of MwC is to empower people to make positive life changes. To achieve our mission, we provide an environment of dignity, hope, trust and unconditional acceptance where all people are respected and valued. MwC does not discriminate based on race, color, national origin, religion, age, sex, gender identity, sexual orientation, disability, veteran status, marital status, familial status, height, weight or arrest record.

POSITION OVERVIEW

Member Services is the “front line” at Ministry with Community. The Member Services Assistant will use impeccable customer service skills to assist members in accessing all services within the agency as well as guiding all volunteers and visitors. We have 250-500 people through our building on any given day, for a variety of services and activities. You will be responsible for assisting members to receive basic services such as: showers, laundry, locker access, mail check, and other assistance as a resource guide and overall awesome human being.

The Member Services Assistant must demonstrate compassion, integrity and trust. This individual must uphold the highest standards of ethics and values in alignment with the mission of Ministry with Community.

HOURS

This is a part-time position. Hours will vary - facility is open 6:30am-4:30pm seven days/week

POSITION REQUIREMENTS

- 18 years of age or older
- Must be able to work Sundays
- At least one year of direct customer service/hospitality experience
- Arrive with, and maintain, a high level of positive energy
- Availability for early mornings and weekends as needed
- Ability to communicate with others quickly and effectively. Multiple languages and sign language not required, but beneficial
- Ability to effectively use a computer for receiving and sending email, using electronic calendars, etc.
- Ability to bend, twist, stoop, lift and reach is required. Occasionally lifting/moving objects of up to 30 pounds at one time
- Ability to travel around all areas of MwC facility and outside property
- Ability to see and hear the environment in order to monitor well-being of members, volunteers, interns, community partners/outreach workers and staff and identify adverse situations
- Ability to learn quickly (desire to continue learning) and exhibit creative problem-solving
- Strong organizational skills and ability to manage multiple tasks
- Commitment to diversity and high-level customer service for internal and external customers (staff, members, volunteers)
- Ability to be on your feet for an extended period

PERFORMANCE EXPECTATIONS:

1. First and foremost, place MWC member needs and the MWC mission front and center in all processes, decisions, tasks, work and efforts
2. Assist members, volunteers, and donors at the Member Services desk using the highest standard of customer service, treating everyone with courtesy and respect
3. Coordinate logistics for daily showers and laundry service
4. Answer phones and respond to requests or transfer calls as appropriate
5. Make eye contact and greet guests enthusiastically
6. Keep workspaces neat and clean, including some sweeping, mopping, vacuuming, wiping surfaces, etc.
7. Complete daily stocking and cleaning tasks for the Service Desk
8. Positively respond to direction and requests for assistance from co-workers, supervisors, and guests.
9. Find work to do when things are slow
10. Engage in weekly and other regular department staff and all-staff meetings
11. Ensure an environment of dignity and respect for all individuals
12. Work to establish effective relationships with our diverse members, while maintaining an environment of dignity and respect
13. Support and uphold MWC community expectations in a timely fashion, using excellent conflict management and interpersonal communication skills
14. Do whatever it takes to make every member/volunteer/visitor's experience a great one
15. Treats members, volunteers and co-workers with courtesy and respect
16. Other duties as assigned

SUCCESS PATTERNS:**Member Service****Productivity/ Quality of work****Dependability****Communication****Teamwork****Job Knowledge/Technical Skills/Skills Development****Initiative/Planning****Innovation/Problem Solving****Organizational Awareness****WAGE AND BENEFITS**

\$11.00 hour

*Optional matching 403(b) retirement plan***TO APPLY**

Please apply with the application found on our website at: www.ministrywithcommunity.org/employment-opportunities

NO PHONE CALLS PLEASE.

Deadline: 2/11/2022

This position requires mandatory drug screening and a background check.